

Onboarding Toolkit for Maverick Student Employment (MSE)

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Introduction

According to the [Society for Human Resource Management \(SHRM\)](#), “Onboarding refers to the processes in which new hires are integrated into the organization. It includes activities that allow new employees to complete an initial new-hire orientation process, as well as learn about the organization and its structure, culture, vision, mission and values.” The duration of onboarding processes varies from organization to organization – some last a few days, others take course over the span of up to 12 months.

SHRM assert that onboarding is very different from orientation, despite the fact that they’re often used interchangeably. They note that while orientation is an essential step in the hiring process that is important for “completing paperwork and other routine tasks, onboarding is a comprehensive process involving management and other employees and can last up to 12 months.”

When it comes to achieving the results you desire and pursuing your organization’s and/or department’s goals and mission, cultivating a positive work environment and building positive workplace relationships within your organization are absolute musts. This all starts with employee onboarding, as it is an opportunity to lay a solid professional foundation for employees to build upon, as well as foster loyalty and productivity in them. For this reason, at UNO, employee onboarding must consist of more than just filling out paperwork and showing new hires around the office – it must be an experience in itself.

Pre-boarding

Once the job offer has been accepted by the candidate, they will need to undergo new-hire orientation, onboarding, and training. These procedures are undergone to help acclimate new hires to their new work environment, as well as form a proper foundation for them to build upon for the future. Before the actual onboarding process begins, however, here are a few things supervisors can do to land a good first impression with their new employees:

- Invite the new hire(s) over to check out the/their office(s)
- Email the new hire(s) any pertinent information
 - Welcome message
 - Schedule start date
 - When they will have a complete schedule, send availability form
 - What is the recommended dress code for the first day?
- Send a care package(s) or have swag items ready on the first day
- Set up a shadow for the new hire(s) – a mentor of sorts to show them around
- Remember General Hiring Steps

Orientation

What does your department’s orientation and training look like? For this, you (the supervisor) must invite the new hire(s) over to your office to show them around, train them in certain duties (such as how to use the computer, lock the office, use Firefly, etc.), introduce them to their new coworkers, discuss expectations, take care of the financial details (W-4, I-9, direct deposit, etc.), and complete other essential functions as needed. Below, you can find an orientation checklist:

- Welcome New Hire(s) to UNO/Your Department
 - Organization/Department overview
 - Organization/Department culture
 - Organization/Department mission, vision, and values
 - Ask if there are any questions/concerns
- Onboarding Paperwork (Included in New Hire DocuSign PowerForm)
 - Personal Data Form
 - W-4 and state tax forms
 - I-9 form
 - Direct deposit set-up
 - NU Confidentiality Non-Disclosure and Information Security Agreement
 - Scheduling Statement of Understanding
 - Self-Identification of Disability
 - Student Unemployment Letter
 - UNO Policy Acknowledgement
 - UNO Security Agreement
 - Veteran Self Identification
- Payroll and Compensation
 - Payroll schedule
 - Recording hours in FireFly or Time Clock
 - Federal Work Study (if applicable)
 - Requesting schedule changes
- Administrative Procedures
 - Employee handbook
 - Review position description
 - Office/desk/workstation
 - Computer usernames and passwords
 - E-mail
 - Keys/access card – MavCARD building access
 - Mail (incoming and outgoing)
 - Telephones
 - Conference rooms
 - Open/close procedures
- Company and Department Policy Review
 - Dress code
 - Absence reporting
 - Personal conduct standards and expectations
 - Performance review and management
 - UNO Policy Reminders
 - Security and safety
 - Confidentiality
 - Injury/illness reporting
 - Emergency procedures
 - E-mail and internet/technology usage
 - For a complete list view the [University Policies website](#)

- Introductions and Tours
 - Introduce new hires to department staff, coworkers, and key personnel – *who* to talk to about *what*
 - Tours of:
 - Offices
 - Restrooms
 - Mailroom
 - Copy centers, printers, fax machines
 - Bulletin boards
 - Parking
 - Office supplies
 - Break rooms
 - Coffee/vending machines
 - Watercoolers/water fountains
 - Emergency exits
- Training
 - Firefly navigation
 - Outlook/Sling/etc. navigation
 - Cash registers
 - iPads, desktops, laptops, etc.
 - Phone etiquette and usage
 - Best practices for conducting training:
 - Have an agenda planned out
 - One-on-one facilitation
 - Be considerate of different learning styles (visual, auditory, kinesthetic, reading & writing)
 - Utilize technology
 - Use positive reinforcement
 - Consistently ask for feedback throughout

Example Work Expectations Documents

Maverick Student Employment Work Expectations

Please note: “work” applies to all required events that relate to your position: scheduled shifts, meetings, events, and trainings, if applicable.

Attendance and Work Schedule

- Plan how you will balance academics with work, particularly during busy periods. Talk with your supervisor when your academic commitments need to take priority.
- Arrive to work on time.
- Inform your supervisor ahead of time if you need to be late for, leave early from, and/or miss work.
- Discuss with your supervisor in advance what are acceptable reasons for missing work.
- Be present and engaged during work.

Attitude and Professionalism

- Respect your peers, supervisor, faculty, staff, and other visitors that you interact with in your workspace.
- Act in a professional and positive manner concerning all aspects of your work.
- Practice confidentiality. Do not share any sensitive data or confidential information with anyone. Your supervisor will inform you if something should be confidential. If you're not sure, ask.
- Discuss with your supervisor what acceptable dress for your work is. This may vary depending on the nature of your position and the people you interact with at work.
- Discuss with your supervisor what are and are not acceptable uses of personal technology (laptops, cell phones, etc.) for your position.
- Respect your workspace
 - Use only the resources you need
 - Clean up after yourself
 - Return borrowed items

Completing Work Responsibilities

- Always perform your assigned duties to the best of your ability.
- Follow instructions correctly and completely - do your best!
- If instructions are not clear, ask for clarification in order to complete each task accurately.
- If you are not able to complete an assignment because you don't have the skills or training necessary, tell your supervisor immediately.
- Communicate to your supervisor any questions, concerns, and ideas about your position.

What You Can Expect from Your Supervisor

- A positive and friendly work environment.
- Information and help when needed.
- A clear job description for your position, detailing what is expected of your position.
- Open communication concerning information relevant to your position.
- Respectful feedback on your work: both suggestions for growth and praise for exemplary work.

Personalized Onboarding Procedures

As previously stated, onboarding is all about acclimating new employees to their new work environment. The goal is to allow them the chance to build themselves a proper professional foundation to build upon within our organization (UNO). Here are some important things to take into consideration during the onboarding process, that are unique from person to person:

- Availability
 - Class schedules
 - Preferred number of hours per week
- Contact Info – establish preferred method of communication
 - Phone numbers
 - Email

- Review Job Description
 - Position responsibilities
 - Goals
 - Outcomes
- Get to know your new employees
 - Host a team gathering
 - On their first day, hand them an “About Me” document to fill out
 - Questions may include (but are not limited to):
 - What is your major?
 - What do you plan/hope to do with your major?
 - What do you hope to get out of this internship/position?
 - How do you prefer to be recognized?
 - What are your hobbies?
 - What is your favorite snack?
- Uniforms
 - Gather shirt sizes
 - Order nametags – ask for preferred names and pronouns

Example Goals of Onboarding Document

Set goals that are SMART

- Specific
- Measurable
- Attainable
- Relevant
- Time-bound

Goal	Measurement	Tools/Skills Needed	Purpose	Due Date/Check-In Date
1.				
2.				
3.				
4.				

Example About Me Document

Maverick Student Employment About Me

Name:

Major:

What do you hope to get out of this position?

What are your goals with your major?

How do you like to be supervised?

How do you like to be recognized?

How do you like to receive feedback?

What are some of your favorite snacks and/or drinks?

If comfortable sharing, when is your birthday?

Anything else you would like your supervisor to know?

Personalized Onboarding (cont.)

- Duration
 - May last a few days
 - May last up to a year
- Questions to ask and answer throughout onboarding (via Gallup)
 - “What do we believe in around here?”
 - “What are my strengths?”
 - “What is my role?”
 - “Who are my partners?”
 - “What does my future here look like?”
- Onboarding methods
 - Conduct various activities
 - Connect new hires with peer mentors/buddies [buddy system]
 - Conduct surveys
 - Conduct performance measures/reviews
- Routine Check-Ins
 - Timeframe
 - After a week
 - After a month
 - After six months
 - After a year

- Discussion Points
 - How they're liking the position
 - Performance
 - Feedback/recommendations
- Employee Appreciation
 - Again: how do your employees prefer to be recognized?
 - National Student Employment Week (NSEW)
 - Takes place annually on the second full week of April
 - Hand out gifts and/or awards
 - Praise your employees on social media
 - Decorate your department/their desk
 - Have an office celebration
 - Write thank-you cards